

## Computer Use Policy

The Longview Public Library provides free access to the Internet through public computers and public Wi-Fi as part of their mission to provide information to enhance the quality of life for all members of its community. Computers, funded by City funds, private donations, and grant money, are provided to the general public for use during regular business hours.

### Computers at the Library

The Longview Public Library has 65 computers for the public to use. There are 12 **Public computers** in study kiosks for increased privacy. There is a **Computer Lab** with 18 computers, where classes on Internet Basics, Microsoft Office programs, and social media are taught every month. There are 23 iMacs in the **iMac lab**, donated by the Junior League of Longview, offering Adobe Creative suite programs and Apple creative software. **Local History and Genealogy** offers 6 computers for use in research. The **Children's Dept.** has 6 computers with educational games such as Minecraft preloaded and are ready for helping with homework. The **Broughton Branch Library**, located in the Broughton Recreational Center, has 6 computers and Wi-Fi.

Patrons may also bring their own laptop or other portable devices to the Library and connect to the Internet using the **Wi-Fi** network. Electrical outlets are available for patron use.

### To Use the Computers or Wi-Fi

Patrons can use Library computers for 2 hours a day during regular business hours. If you are working on a job application, resume, schoolwork, taking tests, and similar projects, you may ask at the Front Desk for an extension of time before your current session runs out, at staff's discretion. Computers and Wi-Fi connections shut down a ½ hour before the Library closes.

Patrons must have a valid Longview Public Library card to access the public computers or to use the Wi-Fi for longer than 30 minutes. If you are not eligible for a full borrowing Library Card (for example, you lack a permanent address in Texas), you may sign up for an Online Access Card with a valid photo ID.

Parents, legal guardians, and/or grandparents may get an Online Access Card for their children under the age of 18.

Do not share your Library /Online Access Card or password with other people. You will be asked to leave the computer if you are found using someone else's card. Children should not use their parent's card.

If you lose your card, please tell a librarian so they can block anyone else from using your card.

Fines of more than \$19.99 on a patron's card will block them from signing into the network and will need to be paid to be able to sign into the network.

Patrons under the age of 18 may use the computers in the **Children's Dept.** Patrons older than 18 may only use the computers in the **Children's Dept.** if they are with a child under the age of 18. Children under the age of 10 must be supervised by their parents at all times. Parents and legal guardians are responsible for monitoring their children's Internet usage and the sites accessed.

Please respect the privacy of others. Please use headphones to listen to music or audio. Please do not hover over other's work space. If you are disruptive, making noise, talking on a cell phone, listening to music that is too loud, your computer session may be terminated and you may be asked to leave the Library.

Two users may use the same computer as long as their actions and noise level do not bother other patrons.

Librarians can help patrons with basic logging in, signing up for email, and getting started with a job search, application, or resume. But staff cannot provide in-depth training in computer or software skills. Patrons are encouraged to check out the free computer classes offered by the Library. Also, librarians can help find websites or suggest searches, but they cannot fix problems with individual sites, nor are they responsible for the content, security, or reliability of websites.

Librarians can help patrons with laptops or other devices with logging into the network, but cannot trouble shoot, repair patrons' devices, or guarantee a Wi-Fi connection.

Printing is available from all public computers. The cost is 25¢ per page for black and white and 75¢ per page for color. Money is deposited on the patron's Library/Online Access Card and will remain on the Card until it is used up by the patron.

During times of heavy usage, patrons may need to sign into a computer queue line using their Library/Online Access Card number in order to make a reservation for the next available computer.

## **Wi-Fi**

Wi-Fi is available during normal business hours. Access through the connection Library Guest is available without registration for the first half hour and requires a Library Card or Online Access Card for longer periods of time. Phone lines or hardwired network connections for personal hardware are not available. Library staff can help you to connect your equipment to the Library's network, but there is no guarantee that you can make a wireless connection.

Wireless printing is not currently available. Patrons are recommended to email documents to themselves, save to an online cloud drive, or use a flash drive to store and open a document on one of the Library's computers to release their document for printing. Flash drives are available for purchase (\$10.00) at the front desk should patrons need one. Printing costs \$.25 per black-and-white page; \$.75 per color page. Money is placed on the patron's Card and will remain on the Card until it is used up by the patron.

Library Staff Members are not responsible for individuals' personal computer equipment, software malfunctions, or lost data. Wi-Fi users should be certain that their laptops and other devices are secure at all times and should never be left unattended in the Library, even for brief periods of time. Theft of such devices is not the responsibility of the Library. Patrons are encouraged to contact the Longview Police Department and complete a stolen property report if they are victim to theft within the Library.

The Library strives to keep Wi-Fi access points working and available. However, bandwidth and transmission speed may be affected by the number of wireless users' actively online, maintenance, upgrade, training, or other reasons.

Just as Library public computers shut down 30 minutes before Library closing, the Library's Wi-Fi connections stop 30 minutes before closing.

The Library is a public place and used by people of all ages. Users are expected to use the library's wireless access in a courteous, reasonable and responsible manner. Wireless users are asked to use discretion in displaying text or graphics which may be offensive to others.

### **Disclaimers**

The Library strives to keep computers and Wi-Fi network working and available for use; however Library computers may be unavailable to the public due to maintenance, upgrade, training or other reasons.

Library staff is not responsible for any losses due to computer equipment failure, software malfunctions, electrical surges, dropped network connections, hacking, or viruses, which may cause data loss. Sometimes the network connection may fail or computers may "freeze." Be sure to save and back up your work on your own USB drive or cloud storage.

Use of the Longview Public Library's wireless network is entirely at the risk of the user. The Library assumes no responsibility for the safety of equipment or for notebook/laptop computer configurations, security, data files, or personal confidential information loss or damages resulting from the connection to the library's wireless network.

The Library cannot guarantee the privacy or security of information transmitted via Library computers. The Library's Wi-Fi connection is public and is not secure. Data could be

intercepted. The Library cautions all patrons are urged to be very careful when using the Library's internet connection and Wi-Fi network and recommends patrons to not send or receive important personal information such as social security numbers, credit card numbers, bank account numbers, etc. The Library is not responsible for any financial or other losses which may result from the use of Library computers or Wi-Fi. Wi-Fi users assume all risks and responsibilities, making sure they have anti-virus software and proper security settings on their equipment.

The Library will not release information on the use of specific Internet resources by members of the public except as required by law or as necessary for the proper operation of the Library.

### **Prohibitions**

Patrons may not make any attempt to gain unauthorized access to restricted files or networks, download anything to computer hard drives, run software from outside devices, damage or modify computer equipment or software, or change settings or wallpaper. Patrons attempting to make changes, gain access, or damage equipment could lose their computer privileges.

Tampering with any piece of Library equipment or removing it from the Library will be considered theft and will be reported to the police. This includes physically plugging portable computers directly into the Library network. Such action could result in the loss of computer privileges and prosecution by the appropriate authorities.

Internet access is intended for research, educational, and recreational purposes. Patrons may not use the Library computer or Wi-Fi network to conduct a business.

The Library prohibits use of the Internet for any illegal purpose. No person may: send, receive, view, or download any illegal material; degrade or disrupt equipment or system performance; vandalize the data of any other user; invade the privacy of individuals; hack; violate federal, state, or local copyright laws or regulations. Activities which disrupt the Library or its network are prohibited. Any user who knowingly violates any of the following policies will lose their computer privileges for a length of time to be determined by the Library Manager and may be subject to prosecution by the appropriate authorities.

No food or drink is permitted at the computer stations.

No envelopes, labels, transparencies or other paper or materials not provided by the Library may be placed in Library printers.

### **Internet Safety and the Law**

The Longview Public Library is concerned for the safety and security of users of online information. The Library has no control over the content of the Internet and cannot be held

responsible for what a user sees while on the Internet. Parents and/or legal guardians are responsible for their children's access to the Internet, beyond what is required by law.

In compliance with the Children's Internet Protection Act, the Longview Public Library filters all Internet traffic at all branches. The Children's Internet Protection Act (CIPA), as amended, is a federal law (PL #106-554) that is intended to protect children from access to harmful material without compromising reasonable adult use of Internet services in public libraries. State and federal acts provide that a public library is required to adopt and implement a policy of internet safety for minors, including the operation of a technology protection measure for each computer operated by the public library that allows for access to the Internet by a minor.

Be aware that computer filters can be unreliable and at times sites with legitimate or educational value can be blocked. If you feel a site has been unreasonably blocked or that a certain site should be blocked, please let a librarian know. The unreliability of filters occasionally allows access to sites that are illegal, obscene or sexually explicit, as defined by applicable law. Further, applicable statutes contain exceptions that technology protection measures may not block scientific or medically accurate information regarding sexual assault, sexual abuse, incest, sexually transmitted disease or reproductive health.

**Texas Penal Code states:**

**§ 43.22. Obscene Display or Distribution**

(a) A person commits an offense if he intentionally or knowingly displays or distributes an obscene photograph, drawing, or similar visual representation or other obscene material and is reckless about whether a person is present who will be offended or alarmed by the display or distribution.

(b) An offense under this section is a Class C misdemeanor.

*Acts 1973, 63rd Leg., p. 883, ch. 399, § 1, eff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, § 1.01, eff. Sept. 1, 1994.*

**§ 43.24. Sale, Distribution, or Display of Harmful Material to Minor**

(a) For purposes of this section:

- (1) "Minor" means an individual younger than 18 years.
- (2) "Harmful material" means material whose dominant theme taken as a whole:
  - (A) appeals to the prurient interest of a minor, in sex, nudity, or excretion;
  - (B) is patently offensive to prevailing standards in the adult community as a whole with respect to what is suitable for minors; and
  - (C) is utterly without redeeming social value for minors.

(b) A person commits an offense if, knowing that the material is harmful:

- (1) and knowing the person is a minor, he sells, distributes, exhibits, or possesses for sale, distribution, or exhibition to a minor harmful material;

- (2) he displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display; or
  - (3) he hires, employs, or uses a minor to do or accomplish or assist in doing or accomplishing any of the acts prohibited in Subsection (b)(1) or (b)(2).
- (c) It is a defense to prosecution under this section that:
- (1) the sale, distribution, or exhibition was by a person having scientific, educational, governmental, or other similar justification; or
  - (2) the sale, distribution, or exhibition was to a minor who was accompanied by a consenting parent, guardian, or spouse.
- (d) An offense under this section is a Class A misdemeanor unless it is committed under Subsection (b)(3) in which event it is a felony of the third degree.

*Acts 1973, 63rd Leg., p. 883, ch. 399, § 1, eff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, § 1.01, eff. Sept. 1, 1994.*

### **Patron Agreement and Compliance**

By signing into the Library computer or Wi-Fi network, you agree to abide by all the Federal, State, and local laws concerning computer and Internet usage. The Longview Public Library reserves the right to establish rules concerning Internet use and to determine consequences, which include to limit, refuse, prohibit, and/or ban any patron from using Library equipment, computers, Wi-Fi, and loss of Library privileges for failure to comply with the rules stated in this acceptable use policy, as is consistent with Library policy. The Longview Public Library reserves the right to determine fair and appropriate use of Library workstations and Internet access. Appeals should be directed, in writing, to the Library Manager. Perpetrators of malicious damage will be persecuted to the fullest extent of the law.